AGENDA

COMMITTEE ON HUMAN RESOURCES/INSURANCE

September 20, 2016 Aldermen Hirschmann, Ludwig, Long, Shea, Katsiantonis 4:30 p.m. Aldermanic Chambers City Hall (3rd Floor)

- 1. Chairman Hirschmann calls the meeting to order.
- 2. The Clerk calls the roll.
- 3. Summary of outstanding arbitrations and grievances submitted by the Human Resources Director.

(Note: Provided for informational purposes only; no action required.)

4. Vitals SmartShopper Report.

(Note: Provided for informational purposes only; no action required.)

- 5. Communication from Jane Gile, Human Resources Director, regarding a city-wide staff development and training program.

 (Note: Provided for informational purposes only; no action required.)
- 6. Final Report and Findings from Secova dependent eligibility audit submitted by Jane Gile, Human Resources Director.

 Gentlemen, what is your pleasure?
- 7. Communication from Jane Gile, Human Resources Director, requesting the Health through Oral Wellness program be added to the City's Northeast Delta Dental Plan.

Gentlemen, what is your pleasure?

8. Communication from Jane Gile, Human Resources Director, requesting the vision hardware benefit be added to the City's HSA.

Gentlemen, what is your pleasure?

9. Recommendation from Jane Gile, Human Resources Director, for the City to renew with United American for health insurance coverage for retirees over age 65.

Gentlemen, what is your pleasure?

- 10. Communication from Jane Gile, Human Resources Director, requesting, on behalf of the Information Systems Director, that a Computer Systems Specialist Assistant be added to the department's complement. **Gentlemen, what is your pleasure?**
- 11. Request from Philip Croasdale, Water Works Director, to pay an exempt position overtime for on-call work after hours.

 Gentlemen, what is your pleasure?

TABLED ITEMS

(A motion is in order to remove any item from the table.)

- 12. Discussion regarding the budgeted position for a LADAC. (*Tabled 6/7/16*)
- 13. Presentation by Nick Vailas on Member Medical.

 (Tabled 5/03/16; Human Resources Director to work with Member Medical and bring forward a proposal.)
- 14. If there is no further business, a motion is in order to adjourn.

Jane Gile Human Resources Director



CITY OF MANCHESTER Human Resources Department

September 9, 2016

To: Human Resources and Insurance Committee

From: Daniel Cocuzzo, Esq., Employee Relations/Chief Negotiator

Re: INFORMATION ONLY: Summary of Grievances and Arbitrations

Attached is a summary document of union grievances and arbitrations that are outstanding and/or settled in Calendar Year 2016.

		Calendar year 2016 - August	lugust		
	Out	Outstanding and Settled Grievances and Arbitrations As of September 2016	es and Arbitrat	ions	
Department	#-year	GRIEVANCE	STATUS	ARB #/DATE	OUTCOME
AFSCME - P&R	10-15	Qualifications and Promotion Class Action	Pre-Arb. 6/19/15 Arbitration TBD	Arbitration TBD	
AFSCME-DPW-Class Action	2-16	Use of paid leave on Floating Holiday Pre-Arb.	Pre-Arb.		Settled, Non-
AFSCME-EPD	11-15	Article 6.1 Seniority and Promotion WM	PRE-Arb. 8/6/2015	Arbitration TBD	
AFSCME-EPD	8-16	Not paid for training	Pre-Arb. 4/26/2016		Put into abeyance with possible
AFSCME-EPD	9-16	No just cause for discipline	Pre-Arb. 5/11/2016		Settled-Remove verbal warning after 8 months
AFSCME-Fleet	5-16	Training not issued by seniority	Pre-Arb. 4/26/2016		Put into abeyance with possible resolution in contract negotiations
AFSCME-Fleet	6-16	Overtime call in procedure	Pre-Arb. 4/26/2016		Put into abeyance with possible resolution in contract negotiations
AFSCME-Fleet	4-16	Floating Holiday an Paid Leave	Pre-Arb. 2/23/16		Settled. Non- precedent setting one time reimbursement of day

	Outs	Calendar year 2016 - August tstanding and Settled Grievances and Arbitrations	ugust s and Arbitral	tions	
		As of September 2016	0		
Department	#-year	GRIEVANCE	STATUS	ARB #/DATE	OUTCOME
AFSCME-Fleet-Class Action	3-16	OT and merging of regular and snow Pre-Arb. emergency shifts 2/23/20	Pre-Arb. 2/23/2016		Settled. Allowing Department Head flexibility on scheduling. No cost to the city
AFSCME-Fleet	7-16	Not paid for training	Pre- Arb.4/26/2016		Put into abeyance with possible resolution in contract negotiations
AFSCME-Highway	13-15	Article 6.1 Seniority and Promotion BC	PRE-Arb. 10/29/15	Arbitration Scheduled September 9, 2016	
AFSCME-Highway	1-16	Plus Rate in accordance w/Article 9	Pre-Arb. 2/23/2016		Union to supply additional information
AFSCME-MASTER	10-16	Dispatcher rotation	Pre-Arb. 7/14/2016		Grievance was
AFSCME-MASTER	11-16	Verbal Warning-No just cause for discipline	Pre-Arb. 8/23/2106		Parties agreed to remove the verbal warning after 6 months unless there is a similar and like
AFSCME-Master	4-16	Failure to allow grievant at arbitration	In grievance process		CONGUCT

	Out	Calendar year 2016 - August Outstanding and Settled Grievances and Arbitrations As of September 2016	August es and Arbitral 6	tions	
Department	#-year	GRIEVANCE	STATUS	ARB #/DATE	OUTCOME
AFSCME-Master	12-16	Docked 2 hours pay-Dress code	Pre-Arb. 8/23/2016		Agreed to reimburse
					as the union did not
					challenge the issued
					dress policy
					henceforth regarding
					shirts
AFSCME-Master	13-16	Plus Rate bypass	Pre-Arb. 9/7/16		Union withdrew
					grievance
AFSMCE-Master	14-16	Harassment	Pre-Arb. 9/7/16		No resolution at the
					Pre-Arb. Grievance
					may still be
					processed to
					arbitration
IAFF-Firefighters	1-16	No just cause for discipline	Pre-Arb.		Settled-reduce
			4/7/2016		written reprimand to
MDBA	1 16	-			verbal
× 00 × 0	1-10	i et minacion	Pre-Arb. 8/2/16	Arbitration IBD	
MFFA	7-16	A-Step	Pre-Arb. Held 8/26/16	Arbitration TBD	
ULP	G-0058-27	Denial to release attendance records		12/17/2015 Adi.	Union
		of all MWW applicants for			
-		promotion and those promoted for			
		the past 5 years			

		Calendar year 2016 - August	August		
	Out	standing and Settled Grievances and Arbitrations As of September 2016	s and Arbitrat	ions	
Department	#-year	GRIEVANCE	STATUS	ARB #/DATE	OUTCOME
USW-Waterworks	2-12	FLSA Overtime Issue	Pre-Arb.	Arbitration	Arbitration Decision
			6/27/2012	3/9/2016 Arb.	issued on ay 27, 2016
	i			Martin	for the city
USW-Waterworks	4-14	Promotion not awarded to member	Pre-Arb.	Arbitration	Arbitration decision
	_		4/15/2014	3/7/2016 Arb.	May 11, 2016 for the
				Ellis	city
USW-Waterworks	5-15	Temporary Employee and	Pre-Arb.	Arbitration	Arbitration decision
		assignment of OT	9/15/2015	Zuckerman	issued May 13, 2016
				2/18/2016	for the city
USW-Waterworks	6-15	Retaliation for filing grievance	Pre-Arb.	Arbitration	Arbitration decision
			9/15/2015	Zuckerman	issued May 13, 2016
				2/18/2016	for the city
USW-Waterworks	7-15	Discrimination in the selection	Pre-Arb.	Arb. Date to be	Union requested info-
		process	4/12/2016	announced	See ULP-G-0058-27
					below
USW-Waterworks	1-16	Use of paid leave on Floating Holiday Pre-Arb.	Pre-Arb.	Arb. Date to be	
			2/16/2016	announced	
USW-Waterworks	2-16	"Underfilling" in violation of	In grievance		
		preamble, Articles 11.8, 36.2 and	process		
		long standing past practice			
USW-Waterworks	3-16	Failure to respond to grievance	In grievance		
			process		

Jane Gile **Human Resources Director**



CITY OF MANCHESTER **Human Resources Department**

August 23, 2016

To:

Chairman Keith Hirschmann

Human Resources and Insurance Committee

From:

Jane E. Gile, HR Director Vitals SmartShopper Report

RE:

COMPASS Reports

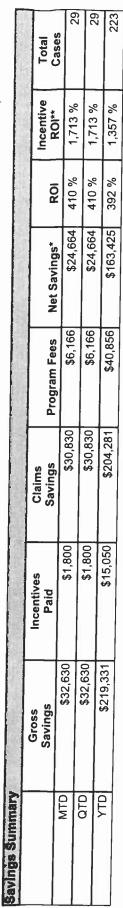
Attached is the City of Manchester YTD claim report through July 2016. The summer seasonal trend experienced a decline in gross savings. The shopping rate continues to be in the 15-16% range. Average savings per incentive is \$916, a slight increase from June. Remicade success rate is 55%.

Vitals continues to aggressively market Vitals Smart Shopper. The latest call center campaign "Don't Go It Alone "ends in August with the new campaign promotion "Have you done your HOMEWORK" scheduled for September (see attachments).

SmartShopper Program Summary - City of Manchester







* Net Savings = Gross Savings - Incentives - Program Fees ** Incentive ROI measures the return on incentive dollars and does not include any program fees

Population Summary		
Measure	July 2016	Year To Date
Distinct Members	3,079	
Distinct Members with a Claim	349 (11%)	1 307
Distinct Mombors with Shares - A st. 1.		100,1
Cisting Menibers with Shopping Activity	30 (1%)	194
Distinct Members with an Incentive Paid	25 (1%)	
	(-::)	

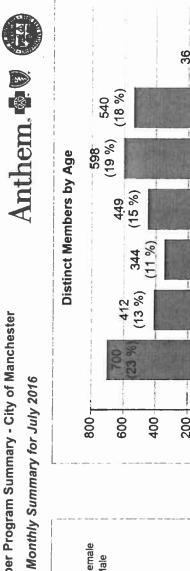
	15.2 % The Shopping Rate is the rate at which members search online or via call center compared to glains using	43.6 % The Conversion Rate is the percentage of members who choose and definition in the conversion Rate is the percentage of members who choose a contract the conversion Rate is the percentage of members who choose a contract the conversion Rate is the percentage of members who choose a contract the conversion Rate is the percentage of members who choose a contract the conversion Rate is the percentage of members who choose a contract the conversion Rate is the percentage of members who choose a contract the conversion Rate is the percentage of members who choose a contract the conversion Rate is the percentage of members who choose a contract the conversion Rate is the percentage of members who choose a contract the conversion Rate is the percentage of members who choose a contract the	6.6.9. The Dedication Posts of the Control of the C	or of the regirection Kate is the total percent of all claims that were redirected to a lower-cost location	\$399.77 The Average Savings Per Search is the average actual savings each time concern with processing the savings of the savi	The Account Small	#310.00 THE Average Savings Per incentive is the average actual savings for each incentive earned
TOTAL	1	4			\$33	9	9
STATE OF CONTINUES	Shopping Rate	Conversion Rate	Redirection Rate		Avg Savings Per Search	Avg Savings Per Incentive	2



SmartShopper Program Summary - City of Manchester

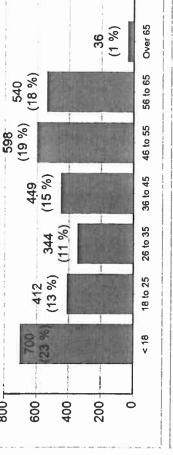


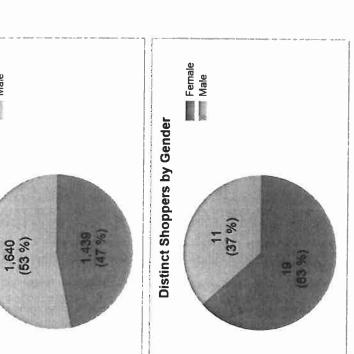


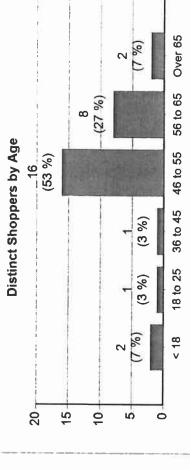


Female Male

Distinct Members by Gender





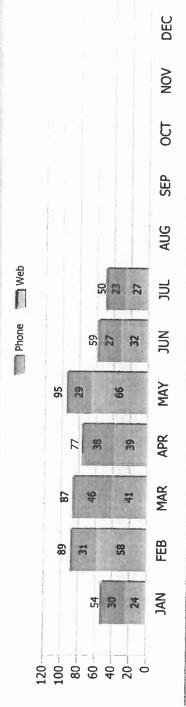


SmartShopper Program Summary - City of Manchester Monthly Summary for July 2016

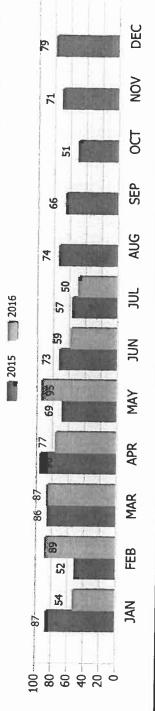




Shopping by Month this Year



Shopping Year over Year



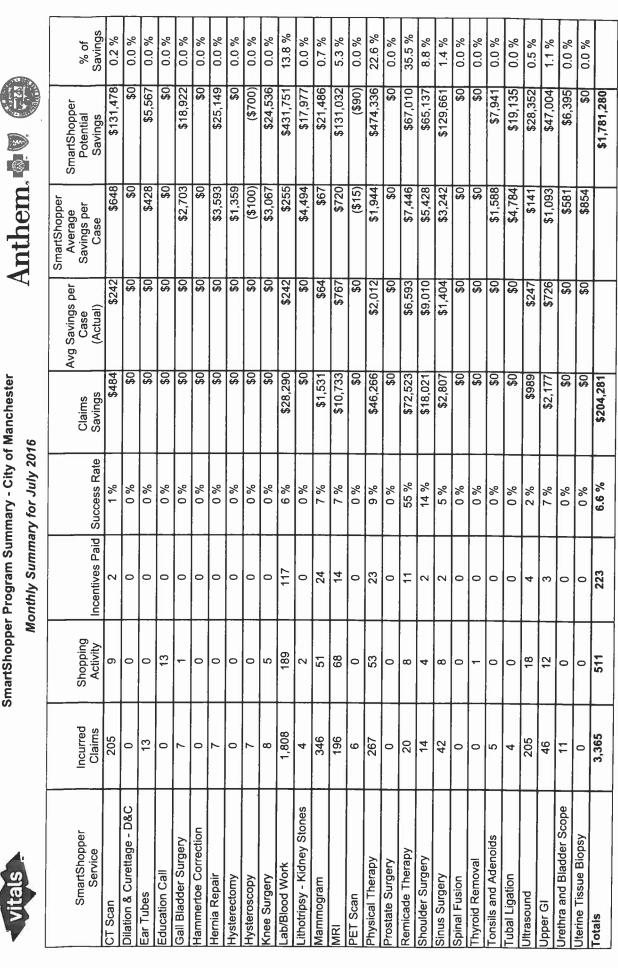
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are	
Bars	
3	
170	
788	
1170	
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WOE	
Cost-Effective Breakout by Service (All numbers are Total Year-to-Date)	
10	
3	

							SmartShopper		
SmartShopper Service	Incurred	Shopping Activity	Incentives Paid Success Rate	Success Rate	Claims	Avg Savings per Case	Average Savings per	SmartShopper Potential	% of
Back Surgery	7	7	0	% 0	O\$	(B)	\$2 734	\$40.137	Savings
Bariatric Surgery	0	0	0	% 0	9	9	647 000	50.00	
Bladder Repair (Sling)	2	c	c	70 0	€	000	050,714	O#	
Bone and Joint Imaging	c		,	8/ 5	P	O p	\$7,043	\$14,086	% 0.0
	2	-	Э	% 0	\$0	\$0	\$169	\$506	0.0 %
bone Density	30	2	4	13 %	\$519	\$130	\$128	\$3 330	0.3%
Breast Biopsy	9	0	0	%0	O.S.	0\$	\$1 378	000100	8 8
Bronchoscopy	0	0	C	%0	S S	6	2.5	007,04	0.0
Bunionectomy	1	-		200	9	9	O p	04	0.0 %
Carnal Tippol	-	-		% 0	0 \$	\$0	\$0	\$0	0.0%
Calpai Iuliei	20	0	0	% 0	\$0	\$0	\$1,756	\$5,269	0.0%
Cataract Kemoval	7	4	0	% 0	\$0	80	\$1.795	\$12.562	% 0 0
Colonoscopy	85	51	17	20 %	\$19,942	\$1.173	\$971	\$66.044	8 8 6



SmartShopper Program Summary - City of Manchester

Monthly Summary for July 2016





DEC

NOV

OCT

SEP

AUG

JUL

S

MAY

APR

MAR

FEB

JAN

0

SmartShopper Program Summary - City of Manchester

Monthly Summary for July 2016



Cost-Effective Breakout by Service Measure Definitions

The following metrics are broken out for the specified medical procedure/year/employer group:

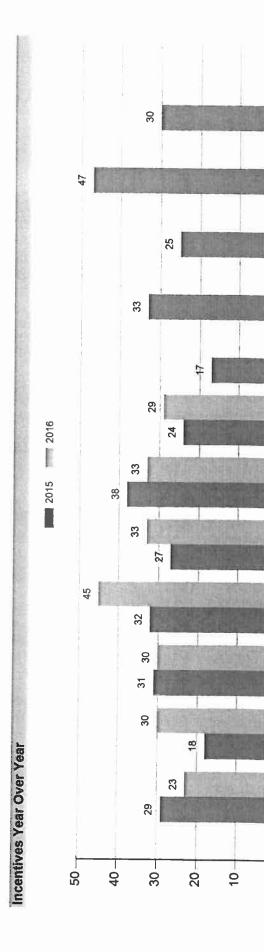
Incurred Claims: Count of claims (per distinct date of service per member)

ncentives Paid: Number of Incentives Paid due to usage of a suggested cost effective provider Shopping Activity: Total count of searches by members and Compass agents

Success Rate: Number of Incentives Paid/Incurred Claims.

Claims Savings: Sum of the savings for each incentive paid (calculated as destination cost-actual cost - incentive paid)

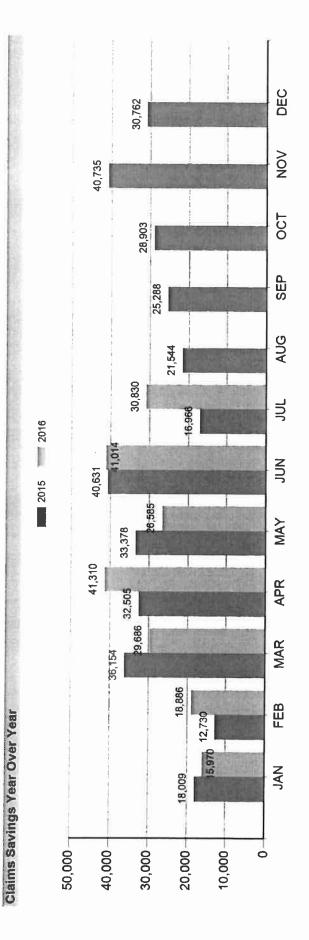
Average Savings per Case (Actual): Savings/Incentives Paid for Grouping
SmartShopper Average Savings per Case: Average Savings per Incentive Paid across the regional SmartShopper book of business for comparison purposes.
SmartShopper Potential Savings: (Claims-Cost-effective)* (SmartShopper Average Savings per Case)
% of Savings: Claims Savings/Total Savings (for all procedures)



SmartShopper Program Summary - City of Manchester

Monthly Summary for July 2016



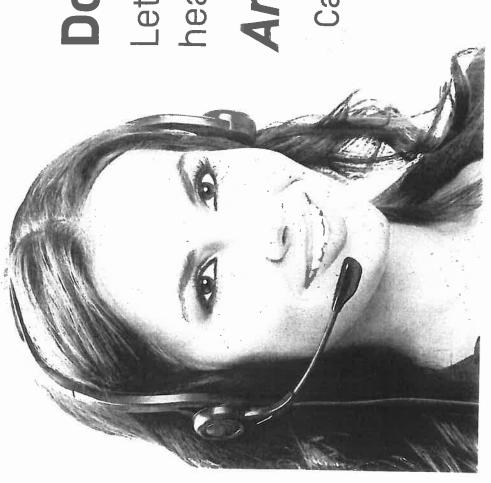


Don't Go It Alone

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And earn cash!

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Help (and Cash) is Just a Phone Call Away

When your doctor recommends a medical procedure, you have choices. But let's face it: health care can be complicated – and expensive. The right choice isn't always clear.

For trusted help, call Vitals SmartShopper. We'll provide you with expert, friendly assistance in shopping for high-quality, cost-effective care that's right for you. And simply by calling and shopping for your procedure with SmartShopper, you can earn a cash reward. In fact, you can earn up to \$500 in cash rewards just by calling SmartShopper and choosing a cost-effective location for your medical procedure or test.

Earn Cash When You Call 1-800-824-9127 and Shop for Your Health Care Options with SmartShopper



can hetp you:

- Create your Secure SmartShopper Account
- Find the best-priced care for your medical procedure
 Schedule or reschedule your procedure at the location of your choice
- Confirm the amount of your cash reward!

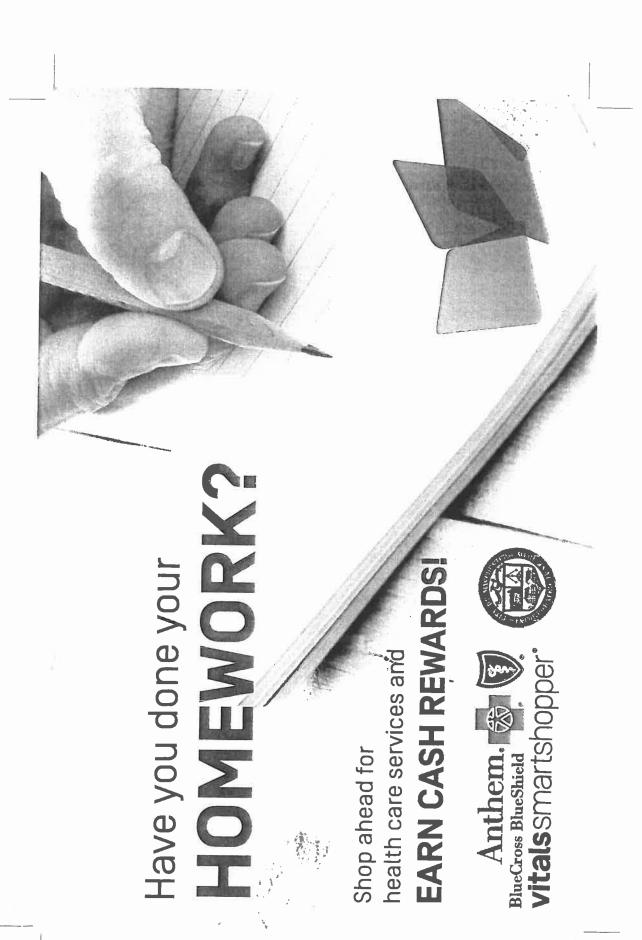
vitalssmartshopper.com

1-800-824-9127

The Vitals SmartShoppert? program is provided by Vitals, an independent campany.

Anthom Blue Cross and Plue Shield is the trade name of Anthom Hearth Plans of New Hampshire, Inc., Hild plans are administered by Anthom Health Plans of Neh Hampshire, Inc., and underwritten by Matthow Thoman Health Plan. Inc. Inclagendent licensees of the Dire Cross and Blue Shield Association. DANTHEM is a registered trademark of Anthom Insurance Compuries, Inc. The Blue Cross and Blue Shield hambes and Iswinkels are registered marks of the Blue Cross and Blue Cros

Vitals Sthair Shoppest 1 Bedford Farms Drive Saite 201 Redford, MH (2010)



See Health Care Differently.

Vitals SmartShoppory

ISC Chubb Avenue Surte 301 P000 UN Brucker

Same Procedure.

Same Quality.

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reduce your out-of-pocket costs SmartShopper can help you and put cash in your wallet. As an Anthem member,

are becoming SmartShoppers and Join the hundreds of people that earning cash rewards.

VERY DIFFERENT Price. Different Location.



When your doctor recommends inpatient and outpatient health quickly and easily shop over 40 Smartshopper.com or call to care services in your area. a procedure or test, go to 9



health care costs, you When you help lower earn cash rewards.

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The Vitals SmartShoppersh program is provided by Vitals, an independent complexion.

Anthem Blue Cross and Blue Shield is the trade name of Anthem Health Plans of New Hampahre, Inc., H.D. clans are administered by Anthem Health Plans of New Pameshie. Inc. and underwitten by Haithew Thornton Health Plan, Inc. Independent licensees of the Blue Cross and Blue Shield Association, PANTHEM is a registered tradenay, of Anthem Insurance Companies, Inc., The Blue Cross and Blue Shield hames and symbols are registered marks of the Blue Cross and Blue Shield hames and

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Jane Gile Human Resources Director



CITY OF MANCHESTER Human Resources Department

September 6, 2016

To: Keith Hirschmann, HRIC Chair

From: Jane E. Gile, HR Director/

Through: Kathleen Ferguson, HR Analyst

Subject: City-wide Staff Development and Training Program - Informational

The City of Manchester's Human Resources Department is committed to fostering an environment that encourages individuals to seek opportunities for professional growth and enrichment. A new city-wide staff development and training program will begin shortly and allow supervisors, managers and employees to select programs that will improve job performance and develop potential.

The goal of the employee development and training is to improve the quality of the organization and its requisite City staff by facilitating opportunities to gain:

- a. Quality customer service skills necessary to improve services. This includes learning techniques and tools necessary to handle customer complaints and difficult customers, and anticipate customer's needs. This training will allow staff to apply to both internal and external customers;
- b. Knowledge in interpersonal skills. Growth in building positive relationships with coworkers and supervisors, and improving effective communication styles;
- c. Assistance in supervisory skills for positions of authority and responsibility. The program is designed to provide new supervisors with basic, practical skills to excel in their position.
- d. Understanding of the basics of business writing and communications which includes writing effective business letters, memos, and email.
- e. A better understanding of fundamental leadership skills including strategies based on effective leadership processes, teamwork and how to best deal with challenges.
- f. Knowledge and experience in digital & IT skills, including Windows and MSOffice applications along with other educational and development training programs.

The City will offer the staff training and development program through the City's Human Resources Department in partnership with the Manchester Community College-Workforce Development Center and the University of New Hampshire-Professional Development & Training. Skillsoft-eLearning & online training also will be offered (Info Services will facilitate this training).

Over the course of one year the programs will be offered intermittently and in some cases quarterly. Educational training and development programs are presented during an employee's regularly scheduled work hours and all employees are eligible, with their supervisor's approval. The leadership training is restricted to employees recommended by their respective department heads for participation and who are committed to gaining leadership skills in this academy type of program offered through UNH.

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More information to follow......

Jane Gile Human Resources Director



CITY OF MANCHESTER Human Resources Department

September 2, 2016

Keith Hirschmann, Chair Human Resources and Insurance Committee One City Hall Plaza Manchester, NH 03101

RE: Final Report and Findings (City) - Secova Dependent Eligibility Audit

Dear Chair and Member of the HRI Committee:

Attached is the final report from Secova on the dependent eligibility audit of the city's health and dental insurance plans conducted from May to August 2016.

Kevin Buckley, Independent City Auditor; Sue Figg, Benefits Coordinator and I provided oversight to the audit and phone conferenced weekly with Secova during the audit period.

Secova's final report, submitted on August 23, 2016, identified 38 dependents as ineligible, 13 incomplete submissions and 94 dependents for which no documentation was provided. As a point of reference, 2131 dependents enrolled in the city's health and/or dental plans were subject to the audit and verification requirements.

Secova's findings were reviewed by the committee. The results were analyzed based on local factors influencing the outcomes - the timing of the Secova audit, dependent drops at open enrollment, duplicate entries and documentation provided subsequent to the final Secova report.

The Secova findings of 107 "incomplete" and "no documentation provided" were substantially reduced through the massive undertaking of staff to personally contact employees to obtain the required information. Missing documentation for all 13 dependents counted as "incompletes" by Secova was obtained. The Secova "no documents provided" count was reduced from 94 to 4 dependents. Also, dependents that were justifiably dropped during the city's open enrollment are not included in the city's count (e.g., students aging out of dental, divorce final, etc.).

Attached is a breakdown of the city's findings, which reflect the additional efforts to obtain missing information. The city has determined 34 dependents as true ineligibles. Of the 34, 7 are spouses and 27 are children. Also provided is a breakdown of the insurance coverage type designated to the dependent – health, dental or both health and dental - and the costs savings associated with the particular coverage based on a per capita average cost.

1 City Hall Plaza • Human Resources Department • Manchester, New Hampshire 03101 • (603) 624-6543 • FAX: (603) 628-6065

E-mail: <u>HumanResources@ManchesterNH.gov</u> • Website: www.manchesternh.gov

Current savings attributed to the audit is \$177,432.33. The city cost of the audit was \$21,283.03. This represents and 8:1 return on investment (ROI) in the first year. Please note that the 4 dependents for which no documentation was provided are not included in this count.

A non-public session regarding the status of the 4 dependents with no documentation is requested under RSA 91-A:3 – "Matters which, if discussed in public, would likely affect adversely the reputation of any person, other than a member of the public body itself, unless such person requests an open meeting."

Recommendation: As a result of the audit, it is recommended that child birth certificates be required to enroll children on the city's health and dental plans. Marriage certificates currently are required for all employee spouse dependents on city insurance plans.

Respectfully submitted,

Jane E. Gile, SPHR, SHRM S-CP

HR Director



Dependent Eligibility Audit Verification Project Analysis

August 23, 2016



Submitted to:

City of Manchester One City Hall Plaza Manchester, NH 03101



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Dependent Eligibility Verification

EXECUTIVE SUMMARY

In February 2016, City of Manchester, NH (The City) and Secova Inc. initiated a project to verify the eligibility of all dependents enrolled in the City's Health Plan as described below. The population reviewed included all dependents of employees/retirees enrolled in Health Plan benefits as of March 1, 2016.

During initial project planning, Secova worked with the City to create communications that could be distributed to all employees/retirees with enrolled dependents, providing them with detailed information regarding the Dependent Eligibility Verification. Compliance was confirmed by employee/retiree submission of specific documentation for each enrolled dependent.

A total of **2,132** dependents enrolled in Health Plan benefits were subject to verification. As of the close of the project, **145** dependents were found to be ineligible for coverage.

Verification Objectives

During project implementation the following objectives were identified:

- > Reinforce prior and ongoing education about the eligibility rules for enrollment in the City's Health Plans and communicate the process that will be implemented to determine dependent eligibility
- > Request, collect, and retain eligibility verification documentation from employees/retirees with enrolled dependents
- Provide the City with benefit cost reductions as a result of de-enrollment of dependents, and enrolled individuals who do not meet the eligibility compliance requirements

Verification Methodology

The methodology behind the Dependent Eligibility Verification project is to collect documentation on all enrolled dependents in a fair, accurate, and speedy manner. For the City's verification, documentation was collected and reviewed on all dependents enrolled in the Health Plans, to ensure equity among all employees/retirees.

One of the important success factors for the project was providing clear and consistent communications to each employee/retiree, explaining the documentation required to verify dependent eligibility and the deadline for submitting these documents. The City's employees/retirees received sufficient notification, support, and time to submit the required documentation through multiple media (U.S. mail, fax, web). Additional assistance was provided through Secova's customer service centers. Another important component was clearly communicating the value shared by both employees/retirees and the City in ensuring that only eligible dependents are enrolled in the City's Health Plans. By verifying eligibility and then removing ineligible employees/retirees and dependents, the City has clearly demonstrated its commitment to sound fiscal management of benefit plans for all employees/retirees.



VERIFICATION ACTIVITIES

Employee/Retiree Communications

To commence the Dependent Eligibility Verification project, customized employee/retiree communications were crafted to achieve optimal response rates. The City's and Secova's project teams collaborated in the development of all employee/retiree correspondence. Secova communicated to employees/retirees through various channels, including outbound phone and email follow-up with non-responsive employees/retirees and those who provided incomplete document submissions.

Communications issued during the course of the project included:

4/28/2016 – Secova mailed customized Announcement Letters notifying 1072 employees/retirees of the upcoming Dependent Eligibility Verification project

5/10/2016 – Secova mailed customized Verification Packets to **1072 employees/retirees** who had one or more dependents

6/9/2016 – Secova mailed customized Reminder Postcards to **722 employees/retirees** who had yet to respond with any of the required documentation.

7/8/2016 – Secova mailed customized Notice of Termination Letters to **224 employees/retirees** in an incomplete or no response status

8/4/2016 – Secova mailed customized Final Determination Letters to **55 employees/retirees** notifying them of the dependents that will be removed as a result of not responding to the Dependent Eligibility Verification project

In response to employee/retiree submissions, the following determination notices were issued by Secova:

- ✓ Incomplete Letter details documents received, reasons those documents were incomplete, and action required to complete submission. Secova mailed 1009 incomplete letters and emailed 844 incomplete letters. This count includes both NH groups as the determination letters were mailed in batches.
- ✓ Confirmation Letter sent upon the employee/retiree's completion of dependent verification and listing the status of all enrolled dependents. Secova mailed 2371 confirmation letters and emailed 2111 confirmation letters. This count includes both NH groups as the determination letters were mailed on batches.

Project Activity

The initial verification packet produced the highest volumes of inbound calls and document submissions. The data below represents activity from April 28, 2016 through August 3, 2016. During this period of time, for the 1072 employees/retirees reviewed, Secova:

- Processed 1290 mailed document sets sent by employees/retirees
- Processed 1034 faxed document sets sent by employees/retirees
- Processed 2475 document sets uploaded online by employees/retirees
- Received 2425 customer service calls



Conducted 2 sets of outbound telephone calls and 1 live outreaches by call center agents throughout the
project to employees/retirees in an incomplete or no-response status for which Secova had valid phone
numbers

Reporting

Throughout the project, Secova supplied regularly scheduled reports, ad hoc reports, and weekly status reports with overall project updates as well as dashboards with statistical updates. These included:

Standard Project Reports

- Incomplete and Non-Responder reports also available through Secova's online portal
- Daily dashboards with updated project statistics
- Final verified dependent report
- Final non-verified dependent report
- Weekly project status reports



VERIFICATION RESULTS

Verification Population Analysis

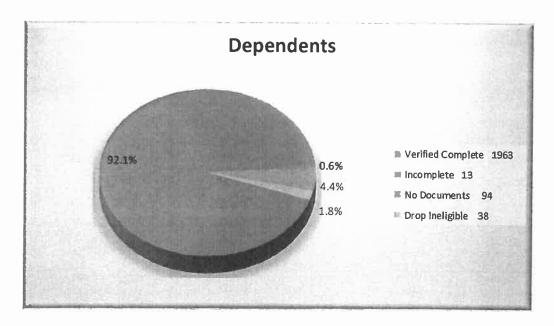
For the period of April 28, 2016 through August 3, 2016, **2132** dependents enrolled in the City's health plans were subject to verification.

<u>During this period, 92.1% of the dependent population enrolled in benefit plans was confirmed eligible for coverage.</u>
The overall non-verification rate at the conclusion of the project was 6.8%.

Dependents were de-enrolled from the City's health plan through voluntary disenrollment, incomplete documentation or because no documentation was submitted.

The table below defines the various statuses mentioned throughout this report:

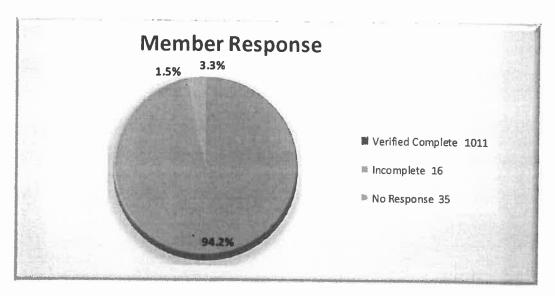
Status	Definition
Verified Complete	Dependent is verified when an employee/retiree has provided sufficient documentation on their behalf
Incomplete	Only partial documentation has been submitted for a dependent
No Documents	No documents have been submitted for a dependent
Drop Ineligible	Dependent has been voluntarily removed from coverage by the employee/retiree



A total of 145 dependents were identified as ineligible for health plans during the term of the verification. Of that group, 38 dependents were *voluntarily* identified by employees/retirees, and 107 dependents could not be verified because no documentation was received or the documentation submitted was insufficient to confirm eligibility.



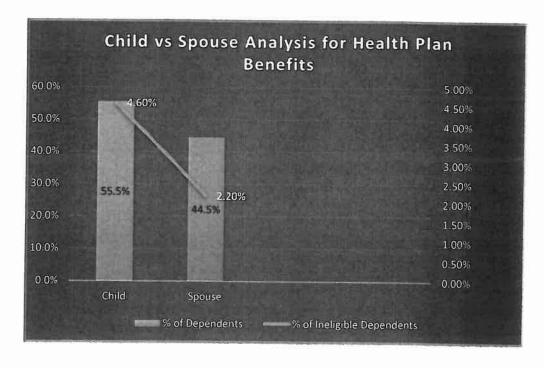
The table below defines the various statuses and response rate specifically for the 1073 City employees/retirees:



During the project, 11 employees/retirees were identified as no longer active so they were inactivated during the project so they didn't continue to receive communications or phone calls form Secova.

Dependent Relationship Type

The below table reflects the entire City (2132) dependent population:



<u>Child Dependents</u> comprised 55.5% of the City's dependent population enrolled in Health plan benefits. 4.6% (97) of child dependents enrolled in Health plan benefits were determined ineligible.



- 77% of total non-verified children enrolled in Health plan benefits were disenrolled because no documentation was received or the documentation submitted was insufficient to confirm eligibility
- 23% of total non-verified children enrolled in Health plan benefits were voluntarily disenrolled

<u>Spouses</u> enrolled in Health plan benefits accounted for 44.5% of the enrolled dependent population. 2.2% (48) of spouse dependents enrolled in medical plans were determined ineligible.

- 12% of total non-verified spouses enrolled in Health plan benefits were voluntarily disenrolled.
- 88% of total non-verified spouses enrolled in Health plan benefits were disenrolled because no documentation was received or the documentation submitted was insufficient to confirm eligibility

FINANCIAL IMPACT ANALYSIS

Benefit Cost Reduction

From April 28, 2016 through July 22, 2016, **145 of the 2132 dependents enrolled in Health plan benefits were determined to be non-verified**. To calculate the estimated benefit cost reduction, we have used an annual claims costs by relation type.

		Medical Plan		
Dependent Type	Enrolled Dependents	Non-verified Dependents	Annual Cost per Dependent	Total Year 1 Savings
Spouse	948	48	\$6,977	\$ 334,896
Child	1183	97	\$6,977	\$ 676,769

Estimated Year 1 Cost Reduction: \$ 1,011,665

Project Cost: \$ 21,203.45 (All-inclusive)

ROI: 47:1



ACKNOWLEDGEMENTS

From the first day of project implementation, continuing through completion, critical contributions and substantial efforts were made by the City of Manchester, NH and Secova project teams to ensure the ultimate success of the project. Secova would like to formally thank the following for their invaluable insight, guidance, and supportive participation throughout the Dependent Eligibility Verification project:

Manchester City, NH Jane Gile Susan Figg Kevin Buckley

CITY OF MANCHESTER SECOVA AUDIT 2016

FINANCIAL IMPACT ANALYSIS PER SECOVA

INELIGIBLE DEPENDEN	TS PER SECOVA
CATEGORY	DEPENDENTS
Incomplete Documents	13
No Documents	94
Voluntary Drop Ineligible	38
Total Ineligible Dependents Per Secova	145

Project Cost: \$21,203.45 (All-inclusive)

**Estimated Year 1 Cost Reduction: \$1,011,665.00 Return on Investment: 47:1

FINANCIAL IMPACT ANALYSIS PER HUMAN RESOURCES

INELIGIBLE DEPENDENTS PER HUMAN RESOURCES						
DEPARTMENT	EMPLOYEES	SPOUSES	CHILDREN			
Airport	1	0	1			
EPD	1	0	2			
Fire	5	2	6			
Highway	6	0	6			
Police	10	5	9			
Water	1	0	1			
Retirees	2	0	2			
als	26	7	27			

	SAVINGS				
	TOTAL DEPENDENTS	ANNU	AL COST SAVINGS PER DEPENDENT	T	OTAL YEAR 1 SAVINGS
Health Only	7	\$	6,977.00	\$	48,839.00
Dental Only	10	\$	369.79	\$	3,697.90
Health & dental	17	\$	7,346.79	\$	124,895.43
Totals	34			\$	177,432.33

Project Cost: \$21,283.05

**Estimated Year 1 Cost Reduction: \$177,432.33

Return on Investment: 8:1

Secova included 13 dependents as ineligible due to incomplete documents. After Secova completed the audit, we were able to verify all 13 dependents.

Secova included 94 dependents as ineligible due to no documents submitted. After Secova completed the audit, we were able to verify all but 4 dependents. Some of the dependents were identified as true ineligibles and were removed from the insurance plans and the remaining dependents submitted the appropriate documentation.

NOTE: The remaining 4 dependents are not included in the savings calculation chart above.

Of the 38 Secova listed as Voluntary drop ineligibles, we identified 34 dependents who were truly ineligable and they have been removed from the insurance plans. Some of the dependents listed as voluntary drop ineligibles per Secova are not true ineligibles due soley to the audit. Some were duplicate entries; some were dependents that aged out of the plans, and some were dependents of employees who retired or left the City after the list was sent to Secova.

^{**}To calculate the estimated benefit cost reduction, Secova used an annual health claims cost by relation type: \$6,977 Annual Cost Per Dependent X 145 Ineligible Dependents

^{**} To calculate the estimated health cost reduction, we used the same annual health claims cost by relation type as Secova (\$6,977). To calculate the estimated dental cost reduction we used the 2015 annual dental claims cost of \$1,197,751 divided by the number of covered lives on the dental plan at the time of the audit (3,239).

Jane Gile Human Resources Director



CITY OF MANCHESTER Human Resources Department

September 1, 2016

Keith Hirschmann, Chair Human Resources and Insurance Committee One City Hall Plaza Manchester, NH 03101

RE: Request to Add HOW Program to Northeast Delta Dental Plan

Dear Chair and Member of the HRI Committee:

HOW stands for Health through Oral Wellness. It is a patient centered program of the city's dental provider, Northeast Delta Dental, which is intended to help covered members maintain good oral health through a collaborative patient-dentist relationship, including risk assessment and evidenced based dental care. Members who are at risk for periodontal disease or who are at moderate to high risk for tooth decay may benefit from enhanced preventative benefits. The enhanced benefits may include coverage for more frequent cleanings, periodontal maintenance visits, sealants and additional fluoride treatment for at risk children and adults.

This benefit was added to all fully insured employers as of their 2015 renewal. Because the City of Manchester is self-insured, it is our choice as the employer to add it to our Administrative Services Only (ASO) plan.

Members register for free at HealthThroughOralWellness.com. After registering, members can take a free oral health risk assessment that can be shared with their dentist, who can perform a clinical assessment.

The results of the assessments are shared with NE Delta Dental and scored to determine if the member is considered to be at risk for oral health disease. Additional preventive dental benefits are extended to the members deemed at high risk (subject to the provisions of the city's dental policy).

The benefit maximum remains the same @ \$1500 PM/PY. There is no expected increase in premium equivalents to add this program based on info provided by NE Delta Dental and WBS. Long term oral health costs actually may decline with the addition of the HOW program due to its focus on prevention.

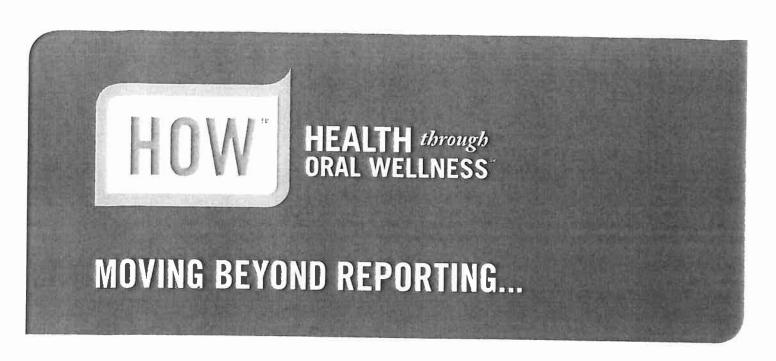
Recommendation: To add the HOW program to the City of Manchester NE Delta Dental plan.

Respectfully submitted,

Jang E. Gile, MR/Director

1 City Hall Plaza • Human Resources Department • Manchester, New Hampshire 03101 • (603) 624-6543 • FAX: (603) 628-6065

E-mail: <u>HumanResources@ManchesterNH.gov</u> • Website: www.manchesternh.gov



Welcome!

An employer's guide to Northeast Delta Dental's Health through Oral Wellness [HOW] Program



A PATIENT-CENTERED ORAL HEALTH PROGRAM DESIGNED TO IMPROVE ORAL HEALTH AND REDUCE COSTS

Oral health is important to overall health

Having a healthy mouth is more than having an attractive smile. Scientific research continues to reveal how important oral health is to our overall health. Being free from dental disease can improve the health of your heart and circulatory system. It can also help prevent more severe side effects from diabetes and even help ensure that babies are born healthy.

Why HOW?

Northeast Delta Dental's Health through Oral Wellness [HOW] program is a comprehensive, patient-centered wellness program designed to help members maintain optimal oral health through education, risk assessment, and evidence-based models of care. It is based on a philosophy of patient-centered oral health, which targets benefits to those who need them most. Patients at greater risk for oral diseases or medical complications related to oral health will be eligible for enhanced preventive benefits at no additional cost.



HOW ANALYTICS

Empowering employees to make more informed wellness decisions by providing guidance to groups on how to improve the oral and systemic health of employees and their families. Custom reports help to identify areas where prevention can improve wellness and help manage costs.

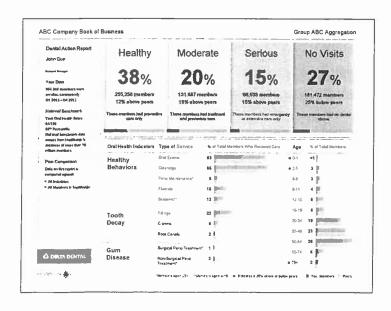
HOW CLINICAL RISK ASSESSMENT AND ENHANCED BENEFIT PLANS

Using a proprietary clinical risk assessment tool available to all dentists at no charge, Delta Dental providers can perform a standardized objective assessment of a patient's risk. If a member is determined to be at higher risk for tooth decay or periodontal disease, they will qualify for additional preventive benefits at no additional cost.

HOW DISEASE MANAGEMENT THROUGH TARGETED ENGAGEMENT

Using a combination of scores from myDentalScore and the clinical risk assessment, Northeast Delta Dental will deliver targeted oral health and general health messaging to help educate employees and impact behaviors that can lead to higher productivity, lower risk of chronic medical conditions, and reduce overall claim costs to the employer.

HOW ANALYTICS



DENTAL ACTION REPORT

Visibility Into Behavior

This report illustrates how your dental plan is being used and compares your utilization against peer groups of similar size and industry.

The Dental Action Report identifies specific areas where prevention can improve wellness and help manage costs.

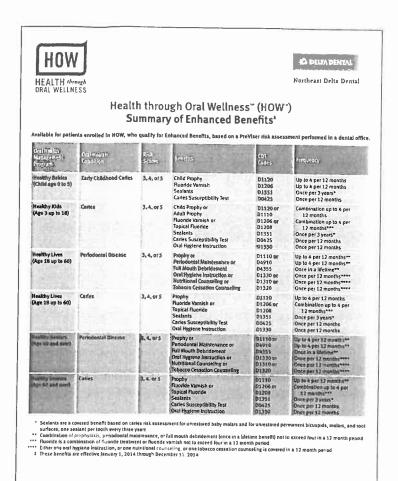
Go Beyond Insights and Explore Outreach

Discover even more about the behavior of your employees. Let us help you explore ways to reach out to your population.

The report also uses modeled medical data integrated with your actual dental data to show you how oral health influences overall health.

You may also be eligible to receive this report with your actual medical data upon request. Ask your Account Manager for details.

ENHANCED BENEFITS



EVIDENCE-BASED BENEFIT PLANS

Additional Preventive Benefits for Members at Greater Risk for Oral Disease

The HOW program can provide evidence-based benefits to your members at greater risk of oral diseases or medical complications related to oral health.

Your members are simply asked to register electronically for HOW. Then, the next time they visit the dentist, they can have a standardized clinical risk assessment completed. Based on the level of risk this test determines for that member, they may be eligible for additional preventive benefits to help them manage their oral health needs.

Benefit enhancements for patients at greater risk for oral disease may include oral health counseling, tooth decay susceptibility testing, sealants for children and adults, and greater frequency of cleanings, periodontal maintenance, and fluoride treatments.

Scientific studies have shown that good oral health can result in many benefits throughout the body. Optimal oral health contributes to better overall health and wellness for your employees and their families.

There is no reduction in standard benefits for members who have not been risk assessed or who show low risk for oral disease.



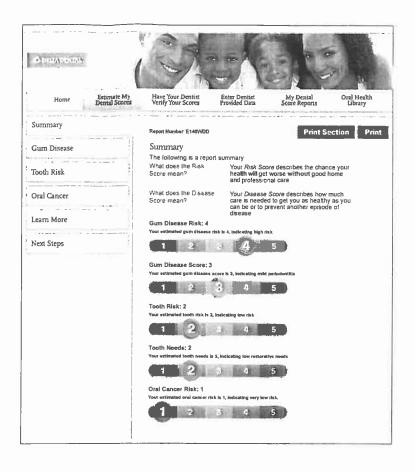
IMPROVED HEALTH OUTCOMES CAN SAVE MONEY, CREATE A MORE PRODUCTIVE WORKFORCE, AND FOSTER HEALTHIER BEHAVIORS.

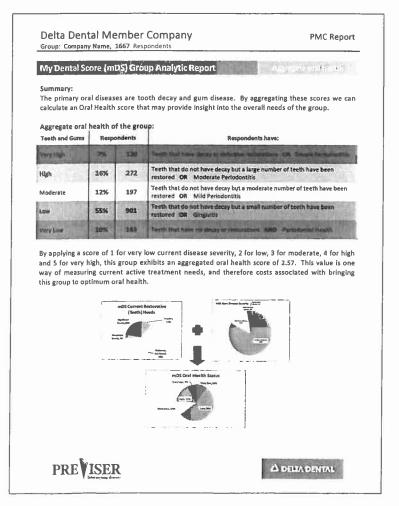
Northeast Delta Dental is the largest dental benefits administrator in northern New England. With access to the nation's largest provider network, subscribers are able to seek care from Maine to California, and anywhere in between.



NORTHEAST DELTA DENTAL ONE DELTA DRIVE PO BOX 2002 CONCORD, NH 03302-2002 NEDELTA.COM

Form #. HOWEMPLOYERBROCHURE Rev. 070314 3:20 PM





myDentalScore

Oral Health Risk Assessment Tool

This self-administered oral health risk assessment uses questions about oral habits like brushing and flossing, the frequency of dental visits, and other oral behaviors. The tool then combines this data with oral treatment history and the presence of chronic medical conditions and calculates a numeric score that reflects a person's current oral disease status and the risk for future disease.

Each person can print their report and take it to their next dental visit to begin a conversation with their dental professional about improving their oral health.

For larger employer groups, Northeast Delta Dental offers employers the opportunity to collect aggregated de-identified data from the assessments with a report explaining the baseline oral health of their members. This begins the process of connecting oral and overall health in the minds of employees and their families.

As an employer, you can then strategically focus your wellness dollars to have the greatest impact on improving health outcomes while helping to reduce your claims cost.

myDentalScore GROUP ANALYTIC REPORT

Aggregated Oral Health Report

The HOW Group Oral Health Analytic Report analyzes data collected from members of your group's population who have completed a simple online oral health risk assessment. Our clinical experts then compare claims and risk data to identify areas where there are gaps between the oral health needs of the insured population and the care being delivered.

HOW then engages providers and members with education and benefit enhancements to close those gaps and improve oral and overall health outcomes.

The HOW Group Oral Health Analytic Report begins with the creation of a custom, secure website through which your members can access the online risk assessment.

The custom website and report are available at a nominal charge for groups with at least 200 employees. Please note that at least 100 risk assessments are required to provide you with statistically valid results.

Please contact your account manager to learn more.



CITY OF MANCHESTER Human Resources Department

August 30, 2016

Keith Hirschmann, Chair Human Resources and Insurance Committee One City Hall Plaza Manchester, NH 03101

RE: Request to Add Vision Hardware Reimbursement to HSA

Dear Chair and Member of the HRI Committee:

The City began the HSA-high deductible health plan option on July 1, 2010. The plan did not include a vision provision in its initial design. The City offers eyewear reimbursement in its other health plan options such as the HMO and the POS.

It has recently come to our attention that the school district offers a vision hardware benefit to their district employees who opt for the high deductible health plan. The vision hardware benefit offered is a \$100.00 maximum reimbursement for frames and lenses per member every two years.

It is respectfully requested that the same vision hardware benefit be included on the city-side for its employees. The overall impact on claims is estimated at \$10,700/year.

Respectfully submitted,

Jape E. Gile, SHRM-SCP, SPHR

HR Director



Prescription Eyewear Rider

This rider amends your Subscriber Certificate. It is part of your Certificate. Except as stated below, all of the other terms and conditions of your Certificate apply.

I. Covered Services

Under the terms of this rider, Benefits are available for eyewear (frames, lenses and contact lenses). Covered Services must be prescribed by a physician or optometrist for vision correction. Services must be furnished by a licensed eyewear provider. Otherwise, no Benefits are available.

Network Providers are listed in the Provider Directory issued by Anthem. The directory book is updated periodically. Therefore, your directory book may not be current at the time you need to arrange for Covered Services. To locate the most up-to-date information about Network Providers, we encourage you to visit our website, www.anthem.com. Or, you may call Customer Service for assistance. Network Providers will file claim forms for you. If you purchase eyewear from an Out-of-Network Provider, you may need to file a claim form with Anthem in order to obtain the Benefit stated in subsection II, below.

II. Benefits

Under the terms of this rider, each Member is entitled to a total Benefit of \$100 every two years toward the cost of covered prescription eyewear.

Note: If the lens of your eye has been surgically removed or is congenitally absent, please see Section 7, IV, E, "Durable Medical Equipment, Medical Supplies and Prosthetics" in your Subscriber Certificate for information.

III. Limitations

In addition to the "Limitations and Exclusions" found in Section 8 of your Certificate, the following limitations apply:

- Benefits are stated in subsection II. After Anthem has paid the total Benefit in a two year period, no
 additional Benefits are available under this rider, even if your covered frames, lenses or contact lenses are
 lost, stolen or damaged or if your prescription changes.
- You are responsible for paying any amount that exceeds the Benefit limitation
- If Benefits are not used in a two year period, the remaining balance is not redeemable for cash and cannot be carried forward to any successive two year period.
- Coverage is limited to eyewear prescribed for vision correction. No Benefits are available for recreational or vocational glasses, goggles or other protective/safety eyewear. When frames are purchased separate from lenses, Anthem may require a copy of the lens prescription in order to determine Benefit eligibility for the frames.
- Except as stated in this rider and in Section 7, IV, E, "Durable Medical Equipment, Medical Supplies and Prosthetics" no Benefits are available for eyewear.



CITY OF MANCHESTER Human Resources Department

August 22, 2016

Keith Hirschmann, Chair Human Resources and Insurance Committee One City Hall Plaza Manchester, NH 03101

RE: Renewal of Retirees Over Age 65 Health Insurance Coverage

Dear Chair and Member of the HRI Committee:

The pharmaceutical component of United American (UA), the City's health insurance provider for retirees over 65, is changing. United America sold its Part D pharmaceutical coverage earlier this year to Silver Scripts, the current provider.

The annual renewal process typically involves one bid that includes both medical and pharmacy benefits. Silver Scripts now insists that the RX renewal be separate from United American. Silver Scripts no longer guarantees a match with the current drug formulary, which means that prescription drugs may be placed in different cost share structures, which will cause cost disruption to participants.

Thus, this year's annual renewal with United American also involved the bid for Part D coverage. Please see attached documents for the results of the bid.

Based on the bid results, it is recommended that the City renew with United American using ESI 4 Tier Part D. There may be a slight negative disruption to retirees in the drug formulary from what it is today. In some cases drugs may be moved from a lower cost tier to a higher cost tier and the reverse holds true as well. For example, a drug that was formally tier 2 (\$5 co-pay), could be moved to tier 1 (\$0 co-pay); or a drug that was formerly tier 3 (\$20 co-pay) could be moved to tier 4 (\$40 co-pay).

The Silver Scripts quote, although comparable to ESI, does not coordinate the RX benefit with UA, which may impact retirees. ESI coordinates their plan with UA, which allows for a smoother transition.

Please note: Retirees pay the full cost of the over age 65 health plan; the City provides no financial contribution. This item does not require a vote by the Committee – it is for informational purposes.

Respectfully submitted,

Jane E. Gile, SHRM S-CP, SPHR

Human Resources Director

1 City Hall Plaza • Human Resources Department • Manchester, New Hampshire 03101 • (603) 624-6543 • FAX: (603) 628-6065

E-mail: HumanResources@ManchesterNH.gov • Website: www.manchesternh.gov

Exhibit 1: City of Manchester - 2017 Retiree Plan Renewal

International		United American - Current Medical & Part D	Coordinated: United American Medical Renewal & ESI 5 Tier Part D*	Coordinated: United American Medical Renewal & <u>Revised</u> ESI 4 Tier Part D*	Uncoordinated: United American Medical Renewal & Silver Scripts Part D Renewal**
	# Insured as	1/1/2016 - 12/31/2016	1/1/2017 - 12/31/2017	1/1/2017 - 12/31/2017	1/1/2017 - 12/31/2017
Single Rate	of 7/31/16 479	Medicare Wrap Plan \$398.00	Medicare Wrap Plan \$414.80	Medicare Wrap Plan \$413.00	Medicare Wrap Plan \$410.00
PERCENT DIFFERENCE			4.2%	3.8%	3.0%
Medicare Requirement		Enrolled in Medicare Part A &B	Enrolled in Medicare Part A & B	Enrolled in Medicare Part A & B	Enrolled in Medicare Part A &B
Type of Plan		Medicare Supplement	Medicare Supplement	Medicare Supplement	Medicare Supplement
Lifetime Maximum		Unlimited	Unlimited	Unlimited	Unlimited
Deductible		\$0	\$0	\$0	\$0
Coinsurance		N/A	N/A	N/A	N/A
Out of Pocket Maximum		N/A	N/A	N/A	N/A
Annual Wellness Visit		100%	100%	100%	100%
PCP Visit		\$0 copay per visit	\$0 copay per visit	\$0 copay per visit	\$0 copay per visit
Specialist Visit		\$0 copay per visit	\$0 copay per visit	\$0 copay per visit	\$0 copay per visit
Part B Drugs/Chemotherapy		\$0 copay	\$0 copay	\$0 copay	\$0 copay
Emergency Room		\$0 Waived if Admitted	\$0 Waived if Admitted	\$0 Waived if Admitted	\$0 Waived if Admitted
MRI CT Scans		covered in full	covered in full	covered in full	covered in full
Inpatient Care		\$0 copay per admission - coverage restrictions after reserve days are used	\$0 copay per admission - coverage restrictions after reserve days are used	\$0 copay per admission - coverage restrictions after reserve days are used	\$0 copay per admission - coverage restrictions after reserve days are used
Outpatient Care (non emergency)		\$0 copay per visit	\$0 copay per visit	\$0 copay per visit	\$0 copay per visit
Skilled Nursing Facility		\$0 copay per admission - Coverage limited to 100 days/benefit period	\$0 copay per admission - Coverage limited to 100 days/benefit period	\$0 copay per admission - Coverage limited to 100 days/benefit period	\$0 copay per admission - Coverage limited to 100 days/benefit period
Mental Health Inpatient		\$0 copay per admission - coverage restrictions after reserve days are used	\$0 copay per admission - coverage restrictions after reserve days are used	\$0 copay per admission - coverage restrictions after reserve days are used	\$0 copay per admission - coverage restrictions after reserve days are used
Mental Health Outpatient		\$0 copay per visit	\$0 copay per visit	sit \$0 copay per visit \$0 copay pe	
Outpatient Rehab Svcs		\$0 copay per visit	\$0 copay per visit	\$0 copay per visit \$0 copay per vis	
Vision		no coverage	no coverage	no coverage	no coverage
Eyewear		pair of contact lenses or eyeglasses after each cataract surgery that includes intraocular lens insertion.	pair of contact lenses or eyeglasses after each cataract surgery that includes intraocular lens insertion.	pair of contact lenses or eyeglasses after each cataract surgery that includes intraocular lens insertion.	1 pair of contact lenses or eyeglasses after each cataract surgery that includes intraocular lens insertion.
Durable Medical Equipment		covered in full	covered in full	covered in full	covered in full
Prescription Drug Retail 30 day supply		PNB: \$0/\$5/\$20/\$40/\$40	P31: \$ 0/\$5/\$ 20/\$40/\$40	P31A: \$0/\$20/\$40/\$40	PNB \$5/\$20/\$40/\$40
Prescription Drug Mail 90 day supply		PNB: \$0/\$10/\$40/\$80/\$80	P31: \$0/\$10 /\$ 40/\$80/\$80	P31A: \$0/\$40/\$80/\$80	PNB: \$10/\$40/\$80/\$40 (specialty limited to 30 day supply)

Notes:

Single plan offering only. Rates do not include any retirement subsidies.

This document is for illustrative purposes only. See actual Certificates of Coverage for limitations and benefit details.

^{*} ESI - Medco Containment Life Insurance Company (MCLIC) is the carrier which will be underwriting the Express Scripts Medicare (PDP) plans. MCLIC is a wholly owned insurance subsidiary of Express Scripts Holding Company. The 2017 plan design can vary slightly from the 2016 plan design. The 2017 Catastrophic cost share applies to the 2017 plan proposed; however, the retiree will pay no more than the cost sharing shown above. If CoM opts to renew their 2017 UA medical plan and accept the 2017 ESI/Benistar proposal - they will get an 8% rate cap on their 2018 EGWP premium rate renewal from ESI. UA will coordinate the retiree plans similar to current as a single point of contact. Revised renewal with 4 Tier Copay structure.

^{**} Effective January 1, 2017, SilverScript will manage the 2017 Part D offering exclusively. To streamline operations, SilverScript will discontinue several of the Part D benefit plans currently offered by UAIC, including this existing Part D plan. SilverScript will provide PNB, a comparable 4 Tier Part D plan design for 2017. Deadline for returning acceptance form 9//2/16. Plans managed separately from each other - UA cannot coordinate and this may impact the retirees.

Exhibit 2: City of Manchester - 2017 Retiree Plan Renewal Options

, see a see					
International International		United American - Current Medical & Part D	United American Medical Renewal & ESI Part D DIRECT	United American Medical Renewal & UHC Part D Renewal	United American Medical Renewal & AETNA Part D Renewal
	as of	1/1/2016 - 12/31/2016	1/1/2017 - 12/31/2017	1/1/2017 - 12/31/2017	1/1/2017 - 12/31/2017
	7/31/16	Medicare Wrap Plan	Medicare Wrap Plan	Medicare Wrap Plan	Medicare Wrap Plan
Single Rate	479	\$398.00	\$429.58	\$423.87	\$413.28
PERCENT DIFFERENCE			7.9%	6.5%	3.8%
Medicare Requirement		Enrolled in Medicare Part A &B			
Type of Plan		Medicare Supplement	Medicare Supplement	Medicare Supplement	Medicare Supplement
Lifetime Maximum		Unlimited	Unlimited	Unlimited	Unlimited
Deductible		\$0	\$0	\$0	\$0
Coinsurance		N/A	N/A	N/A	N/A
Out of Pocket Maximum		N/A	N/A	N/A	N/A
Annual Wellness Visit		100%	100%	100%	100%
PCP Visit		\$0 copay per visit			
Specialist Visit		\$0 copay per visit			
Part B Drugs/Chemotherapy		\$0 copay	\$0 copay	\$0 copay	\$0 copay
Emergency Room		\$0 Waived if Admitted			
MRI CT Scans		covered in full	covered in full	covered in full	covered in full
Inpatient Care		\$0 copay per admission - coverage restrictions after reserve days are used	\$0 copay per admission - coverage restrictions after reserve days are used	\$0 copay per admission - coverage restrictions after reserve days are used	\$0 copay per admission - coverage restrictions after reserve days are used
Outpatient Care (non emergency)		\$0 copay per visit			
Skilled Nursing Facility		\$0 copay per admission - Coverage limited to 100 days/benefit period	\$0 copay per admission - Coverage limited to 100 days/benefit period	\$0 copay per admission - Coverage limited to 100 days/benefit period	\$0 copay per admission - Coverage limited to 100 days/benefit period
Mental Health Inpatient		\$0 copay per admission - coverage restrictions after reserve days are used	\$0 copay per admission - coverage restrictions after reserve days are used	\$0 copay per admission - coverage restrictions after reserve days are used	\$0 copay per admission - coverage restrictions after reserve days are used
Mental Health Outpatient	_	\$0 copay per visit			
Outpatient Rehab Svcs		\$0 copay per visit			
Vision		no coverage	no coverage	no coverage	no coverage
Eyewear		1 pair of contact lenses or eyeglasses after each cataract surgery that includes intraocular lens insertion.	1 pair of contact lenses or eyeglasses after each cataract surgery that includes intraocular lens insertion.	1 pair of contact lenses or eyeglasses after each cataract surgery that includes intraocular lens insertion.	1 pair of contact lenses or eyeglasses after each cataract surgery that includes intraocular lens insertion.
Durable Medical Equipment		covered in full	covered in full	covered in full	covered in full
Prescription Drug Retail 30 day supply		PNB: \$0/\$5/\$20/\$40/\$40	Option: \$0/\$5/\$20/\$40/\$40	4 Tier Standard H: \$5/\$20/\$40/\$40	PDP: \$0/\$5/\$20/\$40/\$40
Prescription Drug Mail 90 day supply		PNB: \$0/\$10/\$40/\$80/\$80	Option: \$0/\$10/\$40/\$80/\$80	4 Tier Standard H: \$10/\$40/\$80/\$80	PDP: \$0/\$10/\$40/\$80/\$80

Single plan offering only. Rates do not include any retirement subsidies. ESI, UHC and Aetna Part D Plans are not coordinated with UA.

Proposals provided by Benestar who is a TPA that works with Medicare Supplement Retirement plans and options for retirees. There are identical rate structures and UHC proposed 4 tier copays. Life style drugs are not included in the ESI DIRECT proposal.

Formulacies are robust but different with each carrier; Formulacies and network are subject to change at any time and advance notice will be given to employers.

This document is for illustrative purposes only. See actual Certificates of Coverage for limitations and benefit details.



CITY OF MANCHESTER Human Resources Department

August 30, 2016

Keith Hirschmann, Chair Human Resources and Insurance Committee One City Hall Plaza Manchester, NH 03101

Re: Info Services - Classification Request

Dear Chair Hirschmann and HRIC Members:

Jennie Angell, Info Director, requests the creation of a new job classification called Computer Systems Specialist Assistant (2125-5). This classification carries the duties of a job that was funded by Info Services for the past number of years and was essentially a paid student intern. The intern was paid an hourly rate to take care of many of the more menial tasks within the department. The most recent student started in high school and continued to come back year after year and during school breaks. He recently graduated from UNH, and has been hired to fill a recent vacancy within the department for which he is qualified.

Angell's request essentially memorializes the job into the Yarger –Decker scale, which makes it subject to across the board increases, such as COLAs awarded to non-affiliated employees. This is a part-time temp position and is not subject to benefits such as health and dental insurance or paid time off.

The job specification was reviewed by HR and scored according to the Y-D criteria, which places it at a Grade 5. The salary range for the position is \$9.13/hr. to \$13.01/hr.

Recommendation: If the Committee is in agreement with the creation of the new job specification, the recommendation is to add the position of Computer Systems Specialist Assistant (2125), grade 5 to the complement of Info Services Department.

Respectfully submitted,

Jane E. Gile, SHRM S-CP, SPHR

Human Resources Director

1 City Hall Plaza • Human Resources Department • Manchester, New Hampshire 03101 • (603) 624-6543 • FAX: (603) 628-6065

E-mail: HumanResources@ManchesterNH.gov • Website: www.manchesternh.gov

Jennie Angell Director, Information Services



CITY OF MANCHESTER

Information Systems Department

August 18, 2016

Jane Gile Human Resource Department One City Hall Plaza Manchester, NH 03101

Dear Jane;

In 2012, I asked Mayor Gatsas if I could hire a part time high school student to work a few hours a week. We had a lot of mundane tasks like taking out the trash from unboxing 20 PCs that had to be performed by high paid Computer System Specialists. I felt these tasks could be performed by a much lower paid part time person. We hired a student from West High School who has worked part time after school and during school vacations for the last 4 ½ years. He has now graduated from college with a degree in computer technology and I hope to hire him for a permanent position. The annual pay for the part time person has been between \$4,000 and \$6,000 a year.

This part time position has worked out so well, I want to make it part of our official complement of staff and develop a job classification. The hourly rate paid was one third to one half less than the rate paid to the Computer System Specialists who historically had done the tasks that the part time person performed. This allowed the higher paid specialists more time to provide high level technology support to the city.

I am proposing the position of Computer Systems Specialist Assistant be created with pay grade of 6. This would be a part time position that could be scheduled around the employee's academic schedule if they have one. I have attached a draft job specification that lists the duties and required skills I am looking for.

Please let me know if you need any additional information.

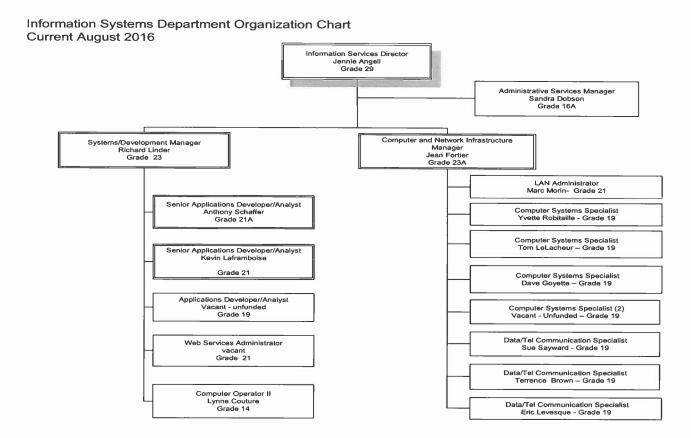
Sincerely,

Jennie Angell

damis Aryall

Director of Information Services

100 Merrimack Street • Manchester, New Hampshire 03101 • (603) 624-6577 • FAX: (603) 624-6320 E-mail: MIS@manchesternh.gov • Website: www.manchesternh.gov





City of Manchester, New Hampshire

Class Specification

This is a class specification and not an individualized job description. A class specification defines the general character and scope of responsibilities of all positions in a job classification, but it is not intended to describe and does not necessarily list every duty for a given position in a classification.

Class Title	Computer Systems Specialist Assistant	
Class Code Number	2125 - 5	

General Statement of Duties

Performs basic clerical and physical tasks associated with the operation of the Information Systems Department; performs directly related work as required.

Distinguishing Features of the Class

The principal function of an employee in this class is to perform placement of computer equipment on desks, preparing equipment for disposal, maintenance of records about computer equipment, trash removal, and general assistance to Information Systems' staff. An employee in this class is to provide routine clerical support and light manual work to key Information Systems Department personnel. The work is performed under the supervision and direction of an assigned supervisor but some leeway is granted for the exercise of independent judgement and initiative. The nature of the work performed requires that an employee in this class establish and maintain effective working relationships with other City employees and the public. The principal duties of this class are performed in a general office environment.

Examples of Essential Work (illustrative only)

- Unbox equipment and transfer packing material to trash/waste receptacle;
- Inventory and update equipment database for new hardware
- Deliver equipment between departments;
- Install monitors;

Essential Physical Abilities

- Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, which permits the employee to communicate effectively;
- Sufficient vision or other powers of observation, with or without reasonable accommodation, which permits the employee to review a wide variety of materials in electronic or hard copy form;
- Sufficient manual dexterity with or without reasonable accommodation, which permits the employee to operate a personal computer, telephone and related equipment;
- Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, which permits the employee to carry equipment while climbing steps and ladders and to stand for extended periods.
- Sufficient strength and endurance with or without reasonable accommodations, to lift and carry, through a full range of motion, up to 50 pounds occasionally;
- Sufficient personal mobility to maneuver under and around office furniture to install computer related cabling.

Approved by:	BMA	Date:

City of Manchester New Hampshire

In the year Two Thousand and

Sixteen

AN ORDINANCE

"Amending Sections 33.024, 33.025, & 33.026 (Computer Systems Specialist Assistant) of the Code of Ordinances of the City of Manchester."

BE IT ORDAINED, By the Board of Mayor and Aldermen of the City of Manchester, as follows:

SECTION 33.024 CLASSIFICATION OF POSITIONS be amended as follows:

Establish Computer Systems Specialist Assistant, Class Code 2125

SECTION 33.025 COMPENSATION OF POSITIONS be amended as follows:

Establish Computer Systems Specialist Assistant, Class Code 2125 Grade 5

SECTION 33.026 CLASS SPECIFICATIONS be amended as follows

Establish Computer Systems Specialist Assistant, Class Code 2125 Grade 5 (non-exempt)

This Ordinance shall take effect upon its passage and all Ordinances or parts of Ordinances inconsistent therewith are hereby repealed.



CITY OF MANCHESTER Human Resources Department

September 6, 2016

Keith Hirschmann, Chair Human Resources and Insurance Committee One City Hall Plaza Manchester, NH 03101

RE: Request of MWW Director to Pay Overtime to Exempt Employee

Dear Chair Hirschmann and HRIC Committee Members:

Philip Croasdale, MWW Director is requesting that he be allowed to pay an exempt position overtime for on-call work after hours.

In 1998, the Yarger-Decker Compensation and Classification Study conducted on behalf of the City determined the Fair Labor Standards Act (FLSA) designations of all positions as either exempt from overtime or non-exempt from overtime. Non-exempt positions are paid time and a half for all hours worked over 40 in a week. Exempt positions are not subject to the overtime provision.

The Study recommended that certain positions in the city, though exempt, worked regularly with non-exempt employees and had direct supervision over their work. The non-exempt received overtime pay and in some cases received gross pay above that of the exempt employee.

16 exempt classifications were approved to receive overtime pay as part of the Yarger-Decker Study (see attached). The MWW Director is requesting that the classification of Water Distribution Manager, grade 21 be added to the list, as this classification is regularly scheduled for stand-by rotation and must respond to emergencies after hours. All other 5 stand-by supervisors receive overtime pay when responding to emergencies, including the Distribution Operations Superintendent, grade 21 who is on the list of 16 exempt classifications allowed to receive overtime pay. It is the City's discretion to pay overtime in this instance for reasons and under terms and conditions it so determines.

Respectfully submitted,

Jane E. Gile, SPNR, SHRM S-CP

Human Resources Director

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E-mail: <u>HumanResources@ManchesterNH.gov</u> • Website: www.manchesternh.gov

PHILLIP SAPIENZA CLIFF HURST LINDA L. MICCIO SILL TROMBLY JR.

KIMBERLEY L. GRISWOLD President MATTHEW GREENWOOD Clark

Ex Officio HON. THEODORE L. GATSAS Mayor

PHILIP W. CROASDALE



MANCHESTER WATER WORKS

281 LINCOLN ST., MANCHESTER, NEW HAMPSHIRE 03103-5093 Tel. (603) 624-6494

July 26, 2016

Ms. Jane Gile, Human Resource Director Human Resource Department City of Manchester One City Hall Plaza Manchester, NH 03101

RE: overtime pay - Water Distribution Manager

Dear Jane:

Manchester Water Works (MWW) respectfully requests that the position of Water Distribution Manager be included as an exempt position allowed payment of overtime per Paragraph 10, Section A, of the Yarger Decker Classification and Compensation Study (see attached). The paragraph states that "For employees in those exempt classes of positions whose duties and responsibilities require them to regularly work with non-exempt employees over whom they have direct supervision and where such employees are paid overtime on a frequent basis to the extent that such non-exempt employees may receive a greater amount of gross annual pay than the exempt supervisor and/or.."

The MWW water distribution system contains over 500 miles of water main, 31,300 water service lines, 10,600 valves and 3,400 hydrants. All of these assets must be monitored and when needed repaired 24 hours a day, seven days a week. MWW regularly staffs emergency personnel who are paid standby pay and are "on call" after normal working hours. They are called in to take immediate action to respond to emergencies, such as main, hydrant or valve breaks or service leaks. The on call personnel group includes six "Standby" Supervisors who rotate the duties, one week at a time. The Water Distribution Manager is one of these Standby Supervisors. Supervisors are required to carry a pager or other means of communication (e.g. phone) and be made available to respond to the site of an emergency within one-half hours' notice. Currently, all of the other Standby Supervisors receive overtime pay, when responding to emergencies, with the exception of the Water Distribution Manager. The task of responding to emergencies is critical to the MWW and its customers and it is requested that the Water Distribution Manager be paid overtime for performing this task.

Thank you for taking the time to consider this request. Guy Chabot, Deputy Director, Distribution and I would be happy to meet with you to discuss this further at your convenience.

Philip W. Croasdale, CPA

Director

Manchester Water Works

cc; Guy Chabot, P.E., Deputy Director, Distribution

- 4. Airport Operations Superintendent;
- 5. Distribution Operations Superintendent;
- 6. Shop Supervisor;
- 7. Equipment Maintenance Superintendent I;
- 8. Equipment Maintenance Superintendent II:
- 9. Highway Field Supervisor;
- 10. Assistant Sewer Superintendent;
- 11. Sewer Superintendent;
- 12. Solid Waste Superintendent;
- 13. Assistant Chief of Street Operations:
- 14. Public Utilities Coordinator;
- 15. Cemetery Supervisor;
- 16. Golf Course Superintendent.

Section 33.044 of the City's Code of Ordinances already provides a general policy relating to salaries of exempt employees. That policy provides that:

"The weekly rate prescribed in the schedules of the compensation plan are based on full-time employment at normal working hours for the respective classes of positions as set forth in the schedule of the classification plan; provided, however, that the salaries of supervisory, professional and administrative positions in class grade 20 and above are fixed according to the responsibilities to be fulfilled and are not based on a fixed number of hours of work per week and shall not be adjusted with variations in work schedules, unless part-time employment is specifically provided (emphasis provided)." While YDA has recommended modifications in the above language for clarification purposes related to FLSA issues, YDA believes the intent of this policy is sound and should be retained. In other words, except for those classes of positions referenced in the above paragraph, all exempt classes should be paid on the basis of fixed pay without consideration for the number of hours actually worked by incumbents. In its pay recommendations, YDA has attempted to provide pay grades and ranges for each exempt class of positions that is highly competitive in the local and regional markets. The fact that the pay of current incumbents in such exempt classes of positions is based on a current official work week of 35 hours is not relevant since all of those exempt employees actually work 40 or more hours on



City of Manchester, New Hampshire

Class Specification

This is a class specification and not an individualized job description. A class specification defines the general character and scope of responsibilities of all positions in a job classification, but it is not intended to describe and does not necessarily list every duty for a given position in a classification.

Class Title	Water Distribution Manager	
Class Code Number	4314 - 2/	

General Statement of Duties

Develops designs and supervises water improvement projects; performs directly related work as required.

Distinguishing Features of the Class

The principal function of an employee in this class is to develop and supervise the creation of water distribution within the Waterworks Department. The work is performed under the direct supervision of the, Water Distribution Deputy Director or other assigned supervisor but considerable leeway is granted for the exercise of independent judgement and initiative. Supervision is exercised over the work of employees in the class of Utility Inspector I and II and other engineering technicians. The nature of the work performed requires that an employee in this class establish and maintain effective working relationships with other employees in the Water Distribution Department, Water Supply Department, other city employees, business and community organizations and the public. The principal duties of this class are performed in a general office environment.

Examples of Essential Work (illustrative only)

- Develops concepts, designs, plans and budgets for all types of water projects undertaken by the Water Department;
- Supervises, trains, evaluates and directs Utility Inspector I and II's in the completion of all assigned tasks;
- Coordinates activities between private contractors and water department personnel on multiple projects at any given time;

Required Knowledge, Skills and Abilities (at time of appointment)

- Comprehensive knowledge of principle and practices of water distribution, storage and pumping;
- Comprehensive knowledge of rules, regulations and laws related to the distribution of potable water;
- Comprehensive knowledge of blueprint and construction plan reading for review and comment;
- Comprehensive knowledge of the principles and practices of engineering design;
- Comprehensive knowledge of engineering drafting standards, symbols and design methods;
- Comprehensive knowledge of construction methods, materials and equipment;
- Thorough knowledge of all State and Federal regulations regarding the safe transmission and delivery of potable water;
- Thorough knowledge of survey principles and practices, easement and public right-of-way laws and utility placement and coordination;
- Thorough knowledge of water construction principles, practices and techniques;
- Thorough knowledge of Water Hydraulic Modeling Software, AutoCAD, and Engineering software;
- Ability to research legal descriptions, property boundaries and subdivision plans;
- Ability to communicate effectively with others, both orally and in writing, using both technical and non-technical language;
- Ability to understand and follow oral and/or written policies, procedures and instructions;
- Ability to prepare and present accurate and reliable reports containing findings and recommendations;
- Ability to operates survey instruments for gathering raw data needed for the design of water related construction projects;
- Ability to operates survey instruments to set line and grade of water related construction projects;
- Ability to operate computer using standard or customized software applications appropriate to assigned tasks;
- Ability to use logical and creative thought processes to develop solutions according to written specifications and/or oral instructions;
- Ability to perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines;
- Ability and willingness to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology;
- Integrity, ingenuity and inventiveness in the performance of assigned tasks.



City of Manchester, New Hampshire

Class Specification

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Class Title	Distribution Operations Superintendent
Class Code Number	4315-21

General Statement of Duties

Manages and supervises operational activities within the water distribution system; performs directly related work as required.

Distinguishing Features of the Class

The principal function of an employee in this class is to oversee installation, maintenance and repair activities. The work is performed under the supervision and direction of Water Distribution Administrator but considerable leeway is granted for the exercise of independent judgement and initiative. Supervision is exercised over the work of employees in the class of Public Services Worker, Equipment Operator, Waterworks Emergency Technician, Waterworks Supervisor and related maintenance personnel. The nature of the work performed requires that an employee in this class establish and maintain effective working relationships with other City employees, outside contractors and the public. The principal duties of this class are performed in an outdoor work environment.

Examples of Essential Work (illustrative only)

- Oversees, plans, directs and organizes the Water Distribution section of the Water Department, including management of all daily work;
- Coordinates multiple projects at any given time with various work crews;
- Directly oversees Waterworks Supervisors in the completion of all assigned tasks;

- Ability to operate or quickly learn to operate a personal computer using standard or customized software applications appropriate to assigned tasks;
- Ability to use logical and creative thought processes to develop solutions according to written specifications and/or oral instructions;
- Ability to perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines;
- Ability and willingness to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology;
- Integrity, ingenuity and inventiveness in the performance of assigned tasks.

Acceptable Experience and Training

- Graduation from High School, Associates Degree in Civil Engineering preferred; and
- Extensive experience in water distribution operations, including some supervisory role; or
- Any equivalent combination of experience and training which provides the knowledge, skills and abilities necessary to perform the work.

Required Special Qualifications

- On Call Status (MWW);
- Valid New Hampshire Driver's License;
- Water Distribution Operator's License, Grade III.

Essential Physical Abilities

- Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, which permits the employee to communicate effectively;
- Sufficient vision or other powers of observation, with or without reasonable accommodation, which permits the employee to inspect civic construction work under conditions encountered on construction sites;
- Sufficient manual dexterity with or without reasonable accommodation, which permits the employee to work around construction equipment; climb ladders and/or scaffolding;
- Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, which permits the employee to visit construction sites throughout the City and to climb, crawl in tight places and otherwise move through and around construction sites.

Approved by:	BMA	Date: Feb 21, 2006

City of Manchester New Hampshire

In the year Two Thousand and

Sixteen

AN ORDINANCE

"Amending Section 33.025 (Water Distribution Manager) of the Code of Ordinances of the City of Manchester."

BE IT ORDAINED, By the Board of Mayor and Aldermen of the City of Manchester, as follows:

SECTION 33.025 COMPENSATION OF POSITIONS be amended as follows:

Change Water Distribution Manager, Class Code 4314, Grade 21(to include overtime for exempt position)

This Ordinance shall take effect upon its passage and all Ordinances or parts of Ordinances inconsistent therewith are hereby repealed.